



UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF OHIO VACANCY ANNOUNCEMENT 15-13

POSITION TITLE: Operations Supervisor

LOCATION: Cleveland, Ohio

POSITION TYPE: Full-time permanent

SALARY RANGE: CL 27- 28 (\$48,690 - \$94,889)

OPENING DATE: September 29, 2015

CLOSING DATE: Open until filled. First consideration given to applications received by October 16, 2015.

The U.S. District Court for the Northern District of Ohio, Clerk's Office, has an immediate opening for an Operations Supervisor in our Cleveland courthouse. Starting salary commensurate with work experience, education, prior/present pay history and previous federal court experience. Promotion potential to CL 28 without further competition.

The Clerk's Office offers an opportunity for a team player who is self-motivated, detail oriented with excellent interpersonal communications skills, problem-solving skills and a strong work ethic. Our fast-paced, prestigious environment consists of challenging and rewarding work, training opportunities, and the potential for advancement for bright people with strong initiative, flexibility and ability to multi-task.

POSITION OVERVIEW

The Operations Supervisor performs supervisory work related to the full range of court operational duties. The incumbent serves as a first-line supervisor over one or more areas of court operations (e.g., intake, naturalization, appeals, attorney admissions, records/mail management, and data quality) and leads projects on matters involving court operations and process improvements. The incumbent serves as a back-up for other operational supervisors and the Operations Manager. Incumbent directs staff and ensures compliance with the appropriate guidelines, policies, and internal controls. Travel to divisional offices in Akron, Toledo and Youngstown is required based on the operational needs of the court.

REPRESENTATIVE DUTIES

- Assist in the development of work goals and performance standards for individuals and departmental units (court locations and the entire court). Participate in the planning for and implementation of operating procedures. Identify and resolve operational, staff and customer service issues.
- Collaborate with management team to recommend appropriate solutions for continuous operational improvement or to address issues. Analyze and evaluate organizational structure and the procedures and tools (systems, forms, local rules and procedures, office space) that are used by staff.
- Supervise employees involved in operations and data quality activities including assigning and reviewing work, evaluating performance, and recommending development and disciplinary actions. Develop and conduct employee performance evaluations. Maintain accurate documentation and employee records.
- With IT support, develop reports for extracting and compiling case management data. Provide assistance to systems staff for research and testing of automation software and system fixes and enhancements. Act as liaison to IT staff in troubleshooting hardware/software problems and answering computer related questions. Generate routine management and employee reports and generate ad hoc reports and analysis as requested.
- Respond to CM/ECF inquiries, attorney training questions, and assist in responding to CM/ECF questions for other court units. Create and update procedural and training documentation. Conduct training and update manuals. Assist

in the production of training materials, including on-the-job manuals. Oversee, review, and approve information posted on the intranet.

- Create and update procedural documentation, manuals, training documentation/manuals and job aids. Recommend training for internal and external users, including onboarding for new users, and in-service workshops. Oversee, review, and approve information posted on the intranet.
- Adapt to changing requirements and situations and restructure tasks, priorities, and roles in response to changing needs.
- Provide customer service and resolve difficulties while complying with regulations, rules and procedures.

QUALIFICATIONS

To qualify for a supervisory position, an individual must (1) meet the qualification standards applicable to positions for the highest level of work effectively supervised; (2) have specialized experience that includes progressively responsible administrative, technical, professional, supervisory *or* managerial experience that provided an opportunity to gain skill in developing interpersonal work relationships needed to lead a team of employees; the ability to exercise mature judgment, and knowledge of the basic concepts, principles, and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved; and (3) have at least one year of experience at or equivalent to the next level below the level of the position for which the applicant is being considered.

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited four-year college or university or legal education and current or prior Federal District Court experience.

REQUIRED SKILLS

- Knowledge and understanding of the policies, procedures, and operational functions of the court.
- Knowledge of CM/ECF, report and development and design, and data quality principles/practices.
- Knowledge with Windows-based applications, including database, spreadsheets, WordPerfect or Word and Adobe PDF files.
- Knowledge of project management principles and proficient in project management, process improvement, problem solving, trouble shooting, and creative solution development.
- Ability to communicate effectively, both orally and in writing, in a professional manner; ability to lead meetings and communicate effectively one-on-one, in small groups, and in large groups.
- Ability to apply a body of rules, regulations, directives, or laws.
- Strong attention to detail and organization skills; ability to multi-task and successfully manage multiple priorities to completion.
- Ability to maintain strict confidentiality and work under deadlines.

CONDITIONS OF EMPLOYMENT

Applicants must be U.S. citizens or eligible to work in the U. S. A background investigation with law enforcement agencies, including fingerprint and criminal record checks will be conducted. Any applicant selected for a position will be hired provisionally pending successful completion of the investigation. This position is subject to mandatory electronic fund transfer (direct deposit) for salary payment.

INFORMATION FOR APPLICANTS

The Court reserves the right to modify the conditions of this job announcement or to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown, any of which action may occur without any prior written notice. The Court will only communicate with those qualified applicants who are selected for an interview.

Relocation assistance may be available to current federal employees depending on the circumstances. **No phone calls please.**

Judiciary employees serve under excepted appointments and are considered "at will" and can be terminated with or without cause by the Court. The U.S. Courts require employees to adhere to a Code of Conduct that is available to applicants for review at the court's web site www.ohnd.uscourts.gov

BENEFITS

Employees of the United States District Court are eligible for, but not limited to, the following employment benefits: • Accrual of paid vacation and sick leave days, and paid holidays • Participation in pre-tax benefit programs (health, dental, and vision insurance programs; flexible spending accounts; commuter reimbursement benefit) • Group life insurance and long term care insurance • Participation in the Federal Employees Retirement System (FERS) • Traditional (pre-tax) and Roth (after-tax) retirement savings and investment plan through the Thrift Savings Plan (TSP) with employer matching contributions • Extensive on-line training options • Federal court employees can join the Federal Court Clerks Association, a national, professional court organization • Fitness center • Transit subsidy

HOW TO APPLY

Submit the following documents to the address below: (1) a cover letter indicating why you are interested in this position and what best qualifies you, (2) a current resume, (3) a list of two professional references, and (4) a completed form AO78 (Application for Employment), available at the court's web site www.ohnd.uscourts.gov/home/careers-in-the-court/. Applications may also be e-mailed to apply@ohnd.uscourts.gov. If you submit the documents via e-mail one PDF document is preferred. Use only one method of application. All requested documentation must be provided in order to be considered for this position.

United States District Court
Attn: Human Resources Department #15-13
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Cleveland, OH 44113-1830

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.